

## VOLUNTEER POSITION DESCRIPTION



<b>Position Title:</b>	Home Library Book Delivery Volunteer
<b>Directorate:</b>	Community Services
<b>Department:</b>	Community Arts, Culture & Libraries
<b>Location of Position:</b>	Any suburb in the Greater Dandenong area, though effort is made to match volunteers with clients living in the same neighbourhood
<b>Time commitment:</b>	A minimum of two hours per client, usually once every three weeks
<b>Reports to:</b>	The first line of support will be the Home Library Program staff, followed by the Volunteer Program

### **Objective**

Deliver library services to residents within the City of Greater Dandenong who are unable to access library branches due to illness, frailty, disability or being full time carers.

### **Program Overview**

The Home Library Service provides a free library book/materials delivery service for eligible residents of the City of Greater Dandenong.

Volunteers or staff will visit regularly with a selection of library materials, chosen to suit the individual's interests and requirements.

The Home Library Service is available to residents in the City of Greater Dandenong who:

- have difficulty visiting the Library because of illness, frailty or disability (temporary or permanent)
- are caring full-time for someone who is confined to their home by illness, frailty or disability.

### **Key responsibilities**

- Gain an understanding of the reading interests of the client whom you have been matched to
- Select, deliver and collect library materials, according to client requirements
- Provide updates to the Home Library Program staff on the clients and their needs
- Monitor clients and report any concerns.

### **Skills, experience and other requirements**

- Punctual and reliable
- Ability to use library resources and systems
- Knowledge of language other than English an advantage
- Physical ability to carry up to 4 kilograms
- Understanding and empathy for elderly people or persons with a disability
- Good communication and observation skills
- Respect for our diverse community
- Respect in all interactions
- Ability to work as part of a team and independently
- Ability to take directions from staff
- Awareness of safety issues
- Maintain client and organisation confidentiality
- A minimum commitment of 3 months is preferred
- Satisfactory police check - at Council expense
- Current Working with Children Check – at no cost
- Adhere to the Occupational Health and Safety practices.

### **Organisational Requirements**

- A committed volunteer, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

The following general physical and functional requirements may apply to this position:

- Manual handling tasks eg lifting and carrying
- Prolonged periods of sitting / standing
- Long / short distance travel
- Getting in and out of a vehicle.

#### **Volunteer Insurance**

- Everyone is covered by Medicare.
- Many people have their own additional private cover and/or their pension benefits.
- In addition, Council has Personal Accident Insurance for registered volunteers who are between 16 and 90 years of age. Please note reduced cover for Covered Persons over age seventy five (75) years.
- Council's insurances do not cover individuals' private vehicles. We trust that volunteers' vehicles are comprehensively insured. Volunteers will be liable for any fines incurred whilst driving their own vehicle.

#### **Additional information**

- Animals and/or children cannot accompany volunteers.
- A current Victorian Driver's Licence is essential when you are required to drive a Council vehicle or your own vehicle.
- When using your own vehicle third party insurance is required.
- It is advisable to inform your insurance company that you will be using your car for volunteering activities for Council.
- Fully comprehensive vehicle insurance is recommended

#### **Support/training**

Your first line of support is the Home Library Program staff, followed by the Volunteer Program.

A thorough induction of the service will be provided by a Home Library Program staff member or an experienced volunteer.

In addition, volunteers are offered access to a minimum of four training sessions throughout the year on a variety of topics which have been approved as applicable to volunteering roles within Council.

Two formal volunteer recognition events will be held annually.

All volunteers will be provided with a position description and name badge.

### **Other comments**

This position is ideal for someone who loves books and enjoys meeting new people. After induction, volunteers are matched with clients with similar interests.

Volunteers are reimbursed for their petrol expenses. Any parking or speeding fines are the volunteer's responsibility.

A satisfactory police check is essential (Council will cover cost for this check).

In addition, you will be required to complete a Working with Children Check. There is no charge for having a Working with Children Check processed. The application is completed on-line via the Department of Justice website. Full instructions will be provided by Volunteer Program staff in advance.

Getting to know the clients is important, not from a social perspective, but to assist in monitoring any changes which may need to be reported to office staff.

### **Council Volunteer Program Contacts**

Email: [VolunteersProgram@cgd.vic.gov.au](mailto:VolunteersProgram@cgd.vic.gov.au)

Website: [www.greaterdandenong.com](http://www.greaterdandenong.com)

Phone numbers: 8571 5335 / 0408 579 587

### **Values**

At the City of Greater Dandenong we have adopted a set of values we call 'REACH' which define who we are and how we interact with each other and our community. REACH stands for:

**R**espectful  
**E**ngaged  
**A**ccountable  
**C**reative  
**H**onest

# GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the **future** and **what's possible**?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

